

CIRCULATION CLERK

General Summary

JOB SUMMARY:

The Circulation Clerk greets and directs library patrons, and charges and discharges library materials in accordance with established library policies and procedures.

Essential Functions and Responsibilities

Performs opening and closing procedures.
Checks out, discharges, and renews all library materials.
Registers patrons for library cards, issues and renews cards.
Creates and updates patron records regarding Internet, expiration dates, fines, etc.
Pulls and sends out Pick List Materials.
Checks in DLS book bag materials and calls patrons when requested materials arrive.
Answers patron questions and solves problems regarding circulation of library materials.
Answers incoming calls, handles patron requests or problems and/or directs calls to correct extensions.
Sorts and distributes daily mail. Checks in and distributes newspapers, magazines, and periodicals to appropriate departments.
Performs other duties as requested.

Additional Job Duties

Investigates, edits, prints, and mails overdue notices and bills to patrons.
Handles interlibrary loans:
Pulls requested materials, logs, and sends to requested libraries
Receives requested materials, logs, check out to patron, then returns to owning library.

Knowledge, Skills, and Abilities

Skills:

Knowledge of computerized library systems.
Ability to operate basic office equipment including computers, keyboard, copier, fax machine, and calculator.
Ability to count money and make change.
Must have demonstrated interpersonal and communication skills.
Ability to prioritize work.

Physical and Mental Requirements

Requires sitting, standing, stooping, bending, and lifting/moving books and carts up to 40 pounds.
Must be able to communicate effectively in English, both orally and in writing.
Must be able to hear, comprehend and respond to library patrons both in person and in telephone conversations.
Must have visual ability to see computer screens.
Requires good hand dexterity for computer.
Requires mental alertness, focus, and attention to details.
Requires ability to operate basic business machinery (computer, printer, copier, telephone, FAX machine, paper cutter, laminating machine, and die cut machine).

Work Environment

Indoor conditions
Must maintain professional manner when dealing with patrons, including teens, young children, staff and others.
Must be able to work independently as well as with a team.
Must be flexible, creative, patient, and have a sense of humor.
May be required to work evenings and weekends.

Education, Experience, and Training

MINIMUM QUALIFICATIONS REQUIRED:

Education: High School diploma or equivalent.
Experience: Demonstrated customer service experience.
Strong interest in reading and library services.

Brumley, Rebecca. *Neal-Schuman Directory of Public Library Job Descriptions*. New York: Neal-Schuman Publishers, 2005.